

DIA 2013 49th Annual Meeting

EXHIBIT LOGISTICS WEBINAR



Thank you for joining us today! We will begin shortly.

- **Audio:** Dial-in is not being used for this webinar. Audio will be broadcast through your computer speakers. Please be sure that your speakers are turned on and the volume is turned up.
- **For technical difficulties:** Please send me a message through the webinar chat feature
- We encourage you to submit questions during this presentation. To do so, please use the chat feature to the right of the page. Representatives from the MCCA/BCEC, Freeman, J. Spargo & Associates and your DIA Annual Meeting team are here to provide answers after the presentation.
- This webinar is being recorded and will be available on the [DIA 2013 Exhibitor Resource Center page](#). Information on accessing the archived webinar will be emailed next week.

Who's Here?



- **DIA**

- Shannon Lewis & Jeff Korn, Exhibits Associates
- Lori Risboskin, Associate Director, Event Planning & Exhibits

- **Freeman**

- Christina Telles, National Account Manager
- Paul Rossi, Vice President National Sales
- Pete Crepeau, Operations Manager

- **J. Spargo & Associates**

- Shirley Harris, Exposition Operations Manager

- **Boston Convention & Exhibition Center**

- Carol Gagnon, *Senior Event Services Manager, MCCA*
- Christine O'Neil, *Exhibitor Services Manager, MCCA*
- Jane Strelow, *Electrician, MCCA*
- Bob Johnson, *AV Production Lead, MCCA*
- Tracy Sutera, *Network Services Manager, MCCA*
- Jessica Lombardi, *Senior Catering Sales Manager*
- Lauren Parker, *Senior Catering Sales Manager*
- Elise Bechard, *VP, JCALPRO*

- Pre-show preparations
- Moving in to the BCEC
- Booth set-up and teardown
- BCEC Rules & Regulations
- Review of Policies & Procedures
- Review of Exhibitor Resource Center
- Reminders and updates
- Q&A review

- Thoroughly review the following:
 - [Freeman Online Exhibitor Services Manual](#)
 - [DIA 2013 Exhibitor webpage](#)
 - [MCCA Exhibitor Ordering Guide](#)
 - [BCEC Labor Jurisdictions](#)
 - [MCCA/BCEC Exhibitor Guidelines, Information and Regulations](#)

- Complete the **Show Package Confirmation** form (found in the [Freeman Online Exhibitor Service Manual](#) – under **General Information**)
- This form is used to confirm the items that you do, or do not, want delivered to your booth.
 - This is specific to the items included in your booth package (*per 10'x10' space/100 sq. ft*):
 - 8' high backdrape (*set: burgundy, white, burgundy, white*)
 - 3' high burgundy siderails
 - 6' white draped table
 - (2) side chairs
 - (1) wastebasket
 - (1) 7" x 44" ID Sign

Pre-Show Preparations



Show Package Confirmation Form:

REMEMBER!
Carpet is not included with your booth package and it is the responsibility of the exhibiting company to ensure your booth has flooring

FREEMAN
275 Bodwell Street
Avon, MA 02322
781-380-7550 • Fax: 469-621-5608
FreemanBostonES@freemanco.com

Please call our Exhibitor Sales Dept. with any questions at 781-380-7550.

NAME OF SHOW: **Drug Information Association 49th Annual Meeting / June 24 - 26, 2013**

COMPANY NAME: _____ BOOTH#: _____

ADDRESS: _____ BOOTH SIZE _____ X _____

PHONE #: _____ EXT.: _____ FAX#: _____

ORDERED BY: _____ PRINT NAME: _____ DATE: _____

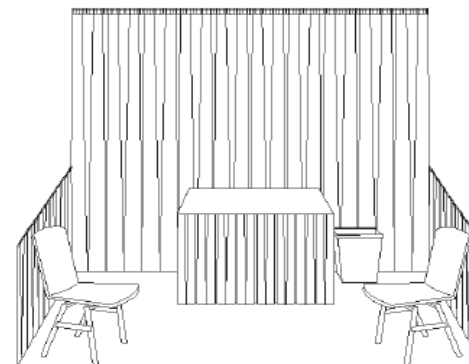
EMAIL: _____

Drug Information Association is providing the following for each 10'x10' exhibit space:

Each 10' x 10' package includes:

- 8' high backdrape
(set: burgundy,white,burgundy,white)
- 3' high burgundy siderails
- 6' white draped table
- (2) side chairs
- (1) wastebasket
- (1) 7" x 44" ID Sign

NO SUBSTITUTIONS ARE ALLOWED



☐ Please check this box if you are NOT interested in our free booth package.

FREEMAN show package

- Shipping Booth Display:
 - Freeman will be accepting advanced warehouse shipments on May 27, 2013 thru June 12, 2013. Shipments received at the warehouse after June 12th will be received with an additional 'after deadline' charge. Warehouse materials are accepted Monday-Friday between 8AM – 4:00PM
 - Direct Shipments to the BCEC will be accepted starting Saturday, June 22, 2013. Shipments received before this date may be refused or may incur holding fees if accepted (holding fees would be charged by Freeman and are at the expense of the exhibitor).
 - Freeman manages all incoming shipments - handling fees are applied and information on this can be found in the [Exhibitor Service Manual](#)

EARLY MOVE-IN AVAILABLE:

- Freeman will accommodate early move-in beginning at NOON on Friday, June 21st
- Early move-in is targeted towards exhibitors with booths 400 sq. ft. or larger
- Exhibitors may do so at no additional charge
- Shipping to the advanced warehouse is required to take advantage of this early move-in courtesy.
- Prior approval required – requests can be submitted to exhibits@diahome.org

Driving & carrying your own booth display/materials:

- This is permitted for all exhibitors, regardless of booth size, provided adherence to the criteria found in the [Labor Jurisdiction form](#).
- Personnel performing the work must be **bonafide, full-time company employees** of the exhibiting company, or an EAC.
- Anyone arriving at the loading dock must identify themselves with a photo ID. Once identified, they will be directed to a representative who will register them and provide event credentials for accessing the venue.

(Driving & carrying your own booth display/materials, cont'd...):

- All freight and material handling must enter and exit the facility through the loading dock.
- MCCA Public Safety Personnel will be on site to direct and assist exhibitors during move-in.
- The loading dock entrance is located on West Service Drive, off of Cypher Street.
 - Detailed directions can be found [here](#).

(Driving & carrying your own booth display/materials, cont'd...):

- Exhibitors must unload from a company-owned truck or rental vehicle; or from a car, van or truck owned by personnel of the company provided the vehicle is co-owned
 - Rental vehicles must be less than 24 ft. in length.
 - **All trucks**, including co-owned or rental vehicles, over 24' in length will be off-loaded or loaded by the official material handling contractor (material handling fees will apply and are the responsibility of the exhibiting company).

(Driving & carrying your own booth display/materials, cont'd...):

- Exhibitors must come prepared with equipment for moving their freight or items will need to be hand carried.
- Only hand-operated equipment is permitted
 - This includes: two-wheeled hand trucks and four-wheeled flat trucks.
 - No motorized or hydraulic devices are permitted.
 - The use of fork trucks, pallet jacks, lift gates or any other mechanical equipment is not permitted by anyone other than the official drayage contractor.
- Otherwise, Exhibitors will be directed to check-in and have a receiving report generated for a Teamster (union group) to move the freight
 - Material handling fees will be applied and are the responsibility of the exhibitor.

(Driving & carrying your own booth display/materials, cont'd...):

- Exhibitors have 20 minutes to unload, and will then need to exit the dock area.
 - Vehicles remaining in the loading dock area beyond the allotted 20 minutes are subject to towing at the vehicle owner/operator's expense.

Use of entrances other than the loading dock:

- Exhibitors will be permitted to hand carry one item, one time, in or out of the facility without having to access the loading dock.
 - Hand-carried freight is defined as one item that can be easily carried by an individual, without the need for dollies or other mechanical equipment.
- No parking is allowed at any entrance of the facility
- The use of passenger elevators for movement of freight is prohibited.
- This policy is strictly enforced at the Westin Boston Waterfront sky bridge as well

Things to do upon arrival at your booth space



- **Check Your Booth!**
- Verify the correct booth location BEFORE setting up
- Ensure all packages and freight are present
- Make sure your electrical/internet is installed (if pre-ordered)
- Carpet, if ordered through Freeman, should already be installed
- **If something is not right or you have any questions, please go to the Freeman Service Desk, or the Exhibit Information Desk (located at the Hall entrance)...we are there to HELP!**

WHAT'S PERMITTED?....

- Exhibitor may hire an EAC (Exhibitor Appointed Contractor)
 - The exhibiting company must submit an EAC form (found [here](#) – login required)
 - The EAC must show proof of insurance
 - EAC/Non-Official Contractor is a company other than the official contractors listed in the exhibitor service manual providing a service (installation and dismantling labor, floral, photography, audio visual, computer rental and other related services) and requiring access to your booth during move-in and move-out.
- Full-time employees of the exhibiting company may set-up and dismantle the full booth space
 - Use of hand-operated equipment is permitted (must bring your own)

WHAT'S NOT PERMITTED?...

- Use of vehicles longer than 24 ft. in length for the purpose of driving in and unloading booth freight/materials.
- Individuals not employed by the exhibiting company and not with an EAC are prohibited from participating in the booth set-up or dismantling process
- The use of any entrance to the facility other than the loading dock for the purpose of bringing in booth freight/materials (aside from the one-time hand-carrying exception noted in previous slide).
- Please reference the [Labor Jurisdiction guidelines](#) for full details
- RIGGING & BOOTH RENDERING - All booth installation and/or dismantling that involves rigging (this includes hand crank-ups) or rendering is exclusively handled by the facility exclusive rigging service provider

Booth Set Up & Dismantling



- EACs (Exhibitor Appointed Contractors) or staff, who are present to oversee booth set-up, do not need be registered using the Exhibitor allotted booth personnel badges.
 - “Installation Badges” will be available by request at the Exhibit Registration Desk
 - Pre-registration is not required.
 - Installation badges will provide access to the Exhibit Hall on Saturday and Sunday only.

In-Booth Lighting Regulations



- Exhibitors may set-up their own lighting
- Only Underwriters Laboratories (UL)-approved clamp-on types of portable spotlights are permitted.
- All display lights must be turned off at the end of the day
- Only UL-approved extension cords 12 gauge or greater rated for 20 amp service are permitted
 - Household extension cords are not permitted. These are generally 14-16 gauge and only rated at 15 amp.

Fire Safety Regulations



- The MCCA and BCEC maintain strict adherence to fire safety guidelines
- Exhibit construction and decoration materials must be fire resistant.
- It is suggested that exhibitors have a certificate at the show verifying this to prevent the need for possible on-site testing of the material.
- Decoration materials must meet the requirements of the Code of Massachusetts Regulations, 780 CMR Chapter 8 - Interior finishes, passing the ASTM E84 (Class A, Flame Spread 1-25, Smoke Developed Less than or equal to 450) or the NFPA-701 Code.
- For more information see the [MCCA Event Planning Guide, Section E](#).
- Questions and clarifications can be directed to jjohnson@massconvention.com (James Johnson, MCCA Assistant Public Safety Manager)

Food & Beverage Restrictions



- DIA will be strictly enforcing the policies of the MCCA and BCEC regarding the exclusivity of food & beverage service.
- All food & beverage prepared, served and offered from an exhibit booth must be arranged through Levy Restaurants, the exclusive food & beverage service provider. The distribution of food and beverage, regardless of type and/or quantity, is the sole responsibility of Levy Restaurants.
- All F&B arrangements should be made directly with the catering office (this includes any raffles or giveaways such as wine)
- Offerings and order forms are available in the [Exhibitor Service Manual](#).
- There will be no exceptions made, and it will be the sole responsibility of the exhibitor to remove any unapproved food & beverage items, including aspects that effect booth structure.

- DIA will be strictly enforcing the rules and regulations within the [IAEE Guidelines for Display Rules & Regulations](#) and the DIA [Policies & Procedures for Exhibitors](#) booklet.
- All booth displays must adhere to the rules within these booklets...**no exceptions**.
- A thorough inspection of all booths (large and small) will occur throughout the set-up days and any company not adhering to the rules will be required to remove any violations
- Common violations of special note include, but are not limited to:
 - Maximum back-wall height of linear booths is 8 ft.
 - The 8 ft. height allowance in linear booths is only permitted in the rear half of the booth.
 - A 4ft. height restriction is imposed on all other areas of a linear booth
 - For island booths, there is a maximum allowable height of 20 ft. (including signage)

- Please note: though certain violations have been overlooked at past DIA Annual Meetings, strict adherence is required by all exhibitors moving forward. DIA intends to represent fair and consistent enforcement of these guidelines.
- Shirley Harris of J. Spargo & Associates will be monitoring exhibitor move-in. If you have any questions regarding your booth structure, please contact Shirley.Harris@jspargo.com prior to the event.

- Is there free WIFI access in the BCEC?
 - Free WIFI is available in all areas of the BCEC, including the session rooms and Exhibit Hall
 - A secure internet line is recommended if you require a guaranteed connection at your booth.
 - Order form available in the [Exhibitor Service Manual](#)
- If ordering an internet line for your booth, note the advanced discount deadline date of June 3, 2013

Questions about internet access can be directed to exhibitorservices@massconvention.com

- Electrical is not included with your booth package
- Electrical service should be pre-ordered, noting the advanced order discount deadline date on the order form
- Order form available in the [Exhibitor Service Manual](#)

Questions about electrical service can be directed to exhibitorservices@massconvention.com

- **How do I know how much power I need to order?**
 - When determining how much power to order for a booth, it is helpful to know how much total power is required for the equipment in your booth space. Below, are some standard electrical requirements (requirements may vary):
 - Standard Laptop.....250-550 watts
 - Standard Desktop PC.....400-700 watts
 - Standard Plasma TV.....300-400 watts
- **Please note:** if you order power and require cords for the power to run to different areas of your booth, you will need to first order the power directly from the BCEC, but then also contact Freeman to let them know where the cords should go (Freeman lays the cords).
 - If you are only ordering a power drop for the back of your booth, and do not require cords, then you only need to complete the standard order form.

- Freeman, the official DIA 2013 Show Contractor, offers exhibitors a 10% discount for online ordering.
 - This discount is applied to any Freeman-specific service.
 - The full Freeman Service Manual and online ordering is accessible through the [Exhibitor Resource Center](#).
 - Direct link: [Freeman Exhibitor Service Manual](#)
 - You will be required to login to Freeman Online Services to complete any online ordering.
 - A Username and Password was sent from the Freeman team (CustomerService@freemanco.com)

- As many of the hotels are not within walking distance of the Convention Center, shuttle service will be greatly utilized for traveling to and from the BCEC each day (starting on Monday, June 24th). There will not be shuttle service Friday, Saturday, or Sunday prior to show opening.
- Please remember that only those who book housing at a DIA room block hotel will have access to the free shuttle service provided by DIA. Shuttle passes will be provided at hotel check-in.
- Exhibitor housing officially opened on October 3, 2012.
- All inquiries can be directed to **JESSE VAZQUEZ**, Exhibitor & Group Services Coordinator: JVazquez@tphousing.com / +1.212.532.1660 or +1.800.221.3531 ext 2180

Carpet Your Booth!



- **The exhibit hall is not carpeted.**
 - Carpet is not included with your booth package
 - As this is a requirement of exhibiting at DIA, it is the responsibility of each exhibiting company to ensure their booth is carpeted.
 - Exhibitors may order carpet through Freeman or place their own. Aisles will be carpeted in grey.
 - Note the advanced order discount deadline date of May 31st
 - Freeman will automatically lay carpet in booths that are not yet covered by noon on Sunday. The exhibitor will be invoiced by Freeman for this service.
- **Order booth cleaning in advance to avoid higher on-site order fees**

- Vacuuming & trash removal service is not included with your booth package.
- These services can be purchased through the BCEC. Multiple cleaning options are available, including a one-time vacuuming if you just want this service for post set-up
- The form is available in the [MCCA Exhibitor Ordering Guide](#), found under the “Facility” section of the online [Exhibitor Service Manual](#).
- Exhibitors who do not pre-order this service can do so on-site by visiting the Service Desk.

Navigating the Exhibit Information web page for your booth preparations



DIA 2013 Exhibit Information web page

[For Attendees](#)

[For Exhibitors](#)

[Application & Contract](#)

[Marketing & Advertising](#)

[Exhibitor Resource Center](#)

[Policies & Procedures](#)

[Browse Exhibitors](#)

[View Floor Plan](#)

For Exhibitors

Stand Out From the Crowd at this Year's Annual Meeting

View Our Marketing & Hosting Opportunities



Exhibiting at the DIA 2013 49th Annual Meeting

The DIA 2013 49th Annual Meeting is designed to help attendees find you. Join the other 450+ exhibiting companies in the life sciences industry as they showcase the hottest products that advance therapeutic innovation and regulatory science. With more than 85% of the Exhibit Hall floor already reserved, we urge you to reserve your booth while there is still prime space available!

Plan Your Exhibit

- [Exhibitor Prospectus](#)
- [Application & Contract](#)
- [Floor Plan](#)
- [Exhibit Contact Form](#)
- [Marketing & Advertising](#)
- [Exhibitor Resource Center](#)
- [Authorized Vendor List](#)
- [Policies & Procedures](#)

Navigating the Exhibit Information web page for your booth preparations



Exhibitor Resource Center page

[Meeting Program](#)[Exhibits](#)[Networking](#)[Speakers Corner](#)[Hotel & Travel](#)[Register](#)[For Attendees](#)[For Exhibitors](#)[Application & Contract](#)[Marketing & Advertising](#)[Exhibitor Resource Center](#)[Authorized Vendor List](#)[Policies & Procedures](#)[Browse Exhibitors](#)[View Floor Plan](#)

Exhibitor Resource Center

Below you will find important links for planning your exhibit at the DIA 2013 49th Annual Meeting. Please check back often as the Exhibitor Resource Center will be updated as information and resources become available.

Updated February 11, 2013

- [Exhibit Hall Hours](#)
- [Authorized Vendor List](#)
- [Exhibit Order Forms](#)
 - [Freeman Online Exhibitor Services Manual](#)
 - [MCCA Exhibitor Ordering Guide](#)
 - Includes: Electrical, Internet, Telephone, Cleaning, Rigging, Plumbing, and Security
 - [Catering](#)
 - [Lead Retrieval](#)
 - [Floral](#)
- [Exhibitor Contact Form](#)
- [Exhibitor Marketing Kit](#)
- [Marketing & Industry Support Opportunities](#)
- [Hotel & Travel Information](#)
- [Event & Meeting Space Application Form](#)
- [Exhibitor Directory Entry](#)
- [Exhibit Personnel Registration Form](#)
- [Annual Meeting Exhibitor eNewsletters | February 2013](#)
- [Policies & Procedures](#)

- Exhibit Contact Form
 - In an effort to ensure relevant exhibit information is being sent to the correct people, please complete the web form online and let us know who we should be contacting with what information.
 - The primary and secondary contacts will receive all information we send out and the marketing and housing contacts will only receive information relating to their designated area.
 - If no one is designated as the marketing and/or housing contact, all information will go to the primary contact.

NEW Marketing & Support Opportunities!

Increase your exposure with an assortment of old and new marketing, advertising and support opportunities!

The [Marketing & Industry Support brochure](#) provides detailed information on all of DIA's offerings.

Be sure to take a look at the Digital Advertising options throughout the BCEC



And the new Shuttle Bus Advertising options



Remember: While you're developing your marketing strategy, keep in mind that there is a [Marketing Free Zone](#) in place around the BCEC and the Westin Boston Waterfront. DIA reserves the right to halt any unapproved activity.

- DIA will once again be offering this free customized email campaign service.
- Allows exhibiting companies to send emails to your customers and prospects, offering them valuable discounts and a friendly reminder to stop by your booth.
- We are currently looking into new outreach opportunities as part of this program.
- Detailed information will be sent shortly – and will also be posted to the [Exhibitor Resource Center](#)
- If you have any questions about the benefits of the Exhibitor Invites program, contact your personal Exhibitor Invites Specialist: Kelli Behrends at +1.866.771.6290 (x 2194) or kelli@exhibitorinvitesteam.com.

New options for 2013!

- **Lead Retrieval:**
 - Introducing Mobile App for iPhone/iPad or Android
 - Use as standalone or in conjunction with traditional scanners.
 - Additional mobility and flexibility
- **QR Codes:**
 - Tent cards created for each booth at no charge.
 - Exhibitors choose the product/service to feature
 - Attendees collect information digitally.
- **Digital Literature Kiosk:**
 - Post collateral and marketing materials digitally.
 - Track attendee interest in specific products/services.
 - Save money, while saving the environment
 - Extend the lead process; know WHAT your attendees are interested in

Questions about **ExpoBadge** services can be directed to:

help@expobadge.com / +1.800.490.9941

- **Update Company Description**

- From the [Exhibitor Resource Center page](#), select **Exhibitor Directory Entry**
 - You will be directed to a separate login page
 - Login information provided by J. Spargo & Associates
- The information provided will be viewable through the online Exhibitor Directory, the mobile app, and the printed final program.
- Company Descriptions are currently viewable on the [Browse Exhibitors page](#) of the DIA 2013 micro site and will be available on the Mobile Application once live.
- Deadline to be included in the printed Final Program is May 3, 2013 (no exceptions or extensions will be offered).
 - If you purchase an enhanced listing, a high resolution logo will be required for the Final Program by May 1st

SHOW TIME!



Exhibitor Move - In:

Saturday, June 22 9:00 AM - 5:00 PM

Sunday, June 23 8:00 AM - 6:00 PM

Exhibit Hours:

Monday, June 24, 9:30 AM - 5:30 PM

Lunch: 12:30 PM - 2:30 PM

Reception: 4:00 PM - 5:30 PM

Tuesday, June 25, 9:00 AM - 5:30 PM

Lunch: 11:45 AM - 1:45 PM

Guest Passes: 1:45 PM - 3:15 PM

Wednesday, June 26, 9:00 AM - 4:00 PM

Lunch: 11:45 AM - 1:45 PM

Guest Passes: 1:45 PM - 3:15 PM

Move - Out: Wednesday, June 26

4:00 PM - 10:00 PM

- **ALL EXHIBITORS MUST BE SET BY 8:00 AM ON MONDAY, JUNE 24th**
- **ALL EXHIBITS MUST BE STAFFED DURING EXHIBIT HOURS**
- **NO DISPLAYS MAY BE DISMANTLED OR PACKING STARTED BEFORE 4:00 PM ON WEDNESDAY, JUNE 26th**
- DIA 2013 [SCHEDULE AT-A-GLANCE](#) offers full details about exhibit hours and activities

Key Contacts



General Exhibit Operations:

- Jeff Korn – +1-215-442-6184 / jeff.korn@diahome.org
- Shannon Lewis – +1-215-442-6149 / shannon.lewis@diahome.org

Exhibit Sales (Marketing Opportunities, Exhibit Hall Floor Plan):

- Craig Baker - +1-703-631-6200 Ext. 3942 craig.baker@jspargo.com
- Michele LaFrance- +1-703-631-6200 Ext. 3951/
michele.lafrance@jspargo.com

Exhibitor Marketing & Hosting Logistics and Booth Design Inquiries:

- Shirley Harris - +1.703.631.6200 / shirley.harris@jspargo.com

Hotel Reservations:

- Travel Planners, Inc. - 800-221-3531 (US and Canada) +1-212-532-1660 (Outside US and Canada) DIAhousing@tphousing.com

- Please reference the [Authorized Vendor List](#) provided on the [Exhibitor Resource Center](#) site.
- This list provides the name and contact information of the companies that DIA has contracted with for the DIA 2013 49th Annual Meeting
- If you are contacted by a vendor who is not on this list and they are referencing the DIA 2013 49th Annual Meeting, please email exhibits@diahome.org.
- DIA will not have the ability to assist you with any issues that may arise from using a non-authorized vendor.



Review of questions submitted
during presentation

Review of Q&A



Q: Do we pay for the 'booth package', or is it included?

A: The following items are complimentary with each 10x10 booth package:

- 8' high backdrape (**set: burgundy, white, burgundy, white**)
 - 3' high burgundy siderails
 - 6' white draped table
 - (2) side chairs
 - (1) wastebasket
 - (1) 7" x 44" ID Sign
- **Carpet is not included with your booth package.** See additional information on slide #30
- Exhibiting companies do not need to pay for these specific items; however, we do request that all exhibitors complete the **Show Package Confirmation** form (found in the [Freeman Online Exhibitor Service Manual](#) – under **General Information**)

Q: Do exhibitors have to rent the lead retrieval scanners or are they complimentary?

A: The lead retrieval services are not complimentary, and do require separate ordering and payment. The information on the offerings, costs, and ordering instructions can be found in the [Exhibitor Service Manual](#), under the category of **Facility/Other Contractors**.

Review of Q&A



Q: Regarding the 'booth package', what if we want some, but not all, of the items?

A: Please note your preferences on the form itself and contact the Freeman team to confirm: FreemanBostonES@freemanco.com

Q: Regarding Food & Beverage: does the Levy Restaurant exclusivity apply to individually wrapped candies?

A: Individually wrapped candies are permitted (without having to go through Levy Restaurants), as long as the weight is under 1 ounce.

Q: What is the advanced discount order deadline date for booth cleaning service?

A: June 3, 2013

Q: Are full-time employees of the exhibiting company permitted to set up a 20x20 island booth?

A: Yes, full-time employees of any exhibiting company, regardless of booth size, may set-up and dismantle the booth display...assuming adherence to the [Labor Jurisdiction guidelines](#)

Q: Are exhibitors permitted to have hanging banners or signs in the booth?

A: Only island booths are permitted to hang signs/banners, and these booths must still follow the guidelines of a 20 ft. max height restrictions (including any hanging structures).

*All booth installation and/or dismantling that involves rigging (this includes hand crank-ups) or rendering is exclusively handled by the facility exclusive rigging service provider

*Linear booths (i.e.: any booth who is connected to another exhibitor) is not permitted to hang anything

Q: Where can we obtain the shipping information for international shipments and customs information?

A: The information for shipping can be found in the [Exhibitor Service Manual](#). Click on the **Forms & Brochures** tab towards the top of the page, and then expand the **Shipping & Material Handling** section. This section should provide all of the information needed (including dates, shipping labels and general instructions); however, it is also recommended to reach out to FreemanBostonES@freemanco.com freight being shipped internationally. Freeman manages these shipments, so it's best to communicate with that team directly on this.